

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Nygren et al.
Serial No.: 10/072,408
Filing Date: February 8, 2002
Group Art Unit: 2161
Title: SYSTEM AND METHOD FOR IMPLEMENTING
RECORDING PLANS USING A PRESENCE-
BASED PLAN MANAGER

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BT
12.23.03

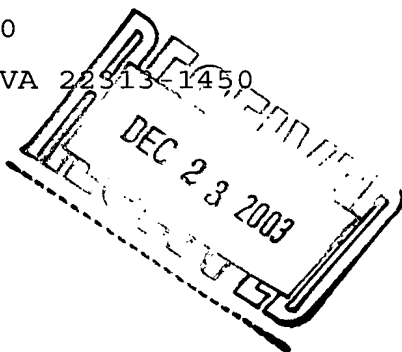
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Honorable Commissioner
for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Dear Sir:



I hereby certify that this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" under 37 C.F.R. § 1.10 on the date indicated below and is addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Willie Giles

Name

December 4, 2003

Date of Signature

Express Mail No. EV 323457145 US

INFORMATION DISCLOSURE STATEMENT

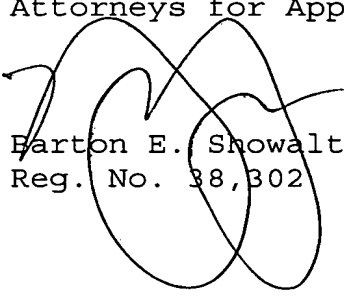
Applicants respectfully request, pursuant to 37 C.F.R. §§ 1.56, 1.97 and 1.98, that the references listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified patent application. Copies of these references are enclosed for the convenience of the Examiner. Furthermore, pursuant to 37 C.F.R. § 1.97(h), no representation is made that these references qualify as prior art or that these references are material to the patentability of the present application.

Enclosed is a copy of a PCT International Search Report identifying the references contained in this Information Disclosure Statement. The PCT International Search Report has

a mailing date of November 14, 2003. Therefore, I hereby certify that the references contained in this Information Disclosure Statement were cited for the first time in a communication from a foreign patent office in a related foreign application not more than three months prior to the filing of this Information Disclosure Statement. Furthermore, in the event a patent term adjustment is requested, pursuant to the requirements of 37 C.F.R. § 1.704, Applicants submit that the references contained in this Information Disclosure Statement were received from a foreign patent office in a related foreign application not more than thirty (30) days prior to the filing of this Information Disclosure Statement.

Pursuant to 37 C.F.R. § 1.97(c), Applicants believe that this Information Disclosure Statement has been filed before the mailing date of a final action or notice of allowance. Therefore, Applicants believe that no fee is due. However, if a fee is required, the Commissioner is hereby authorized to charge any fees or credit any overpayments to Deposit Account No. 02-0384 of Baker Botts L.L.P.

Respectfully submitted,
BAKER BOTTS L.L.P.
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PTO-1449		Application No. 10/072,408		Applicant(s) Nygren et al.	
Information Disclosure Citation On an Application		Docket Number 019143.0347	Group Art Unit 2161	Filing Date February 8, 2002	

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U.S. PATENT DOCUMENTS						
	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
A	5,793,861	08/11/1998	Haigh	379	266	06/11/1996
B						
C						
D						
E						
F						
G						
H						
I						
J						
K						
L						

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FOREIGN PATENT DOCUMENTS								
	DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION		
						YES	NO	
M	EP 1 016 998 A2	07/05/2000	EPO	G06F 17/60		X		
N	WO 01/75747 A1	10/11/2001	PCT	G06F17/60		X		
O	WO 01/54388 A1	07/26/2001	PCT	H04M 1/64		X		
P								

	DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
Q	Ronni T. Marshak, "IBM's FlowMark Object-Oriented Workflow for Mission-Critical Applications," <i>Workgroup Computer Report</i> , Vol. 17, No. 5, XP 000568699, May 1994, 11 pages.	May 1994
R	David Hollingsworth, "The Workflow Reference Model," Document No. TC00-1003, <i>Workflow Management Coalition</i> , January 19, 1995, 55 pages.	January 19, 1995
S	Kerry W. Hassler et al., "Revolutionizing Definity® Call Centers in the 1990s," <i>AT&T Technical Journal</i> , July/Aug. 1995, 10 pages.	July/Aug. 1995
T	PCT International Search Report in International Application No. PCT/US 03/01759, dated November 14, 2003, 7 pages.	Nov. 14, 2003

EXAMINER	DATE CONSIDERED
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.

U.S. PATENT AND TRADEMARK OFFICE